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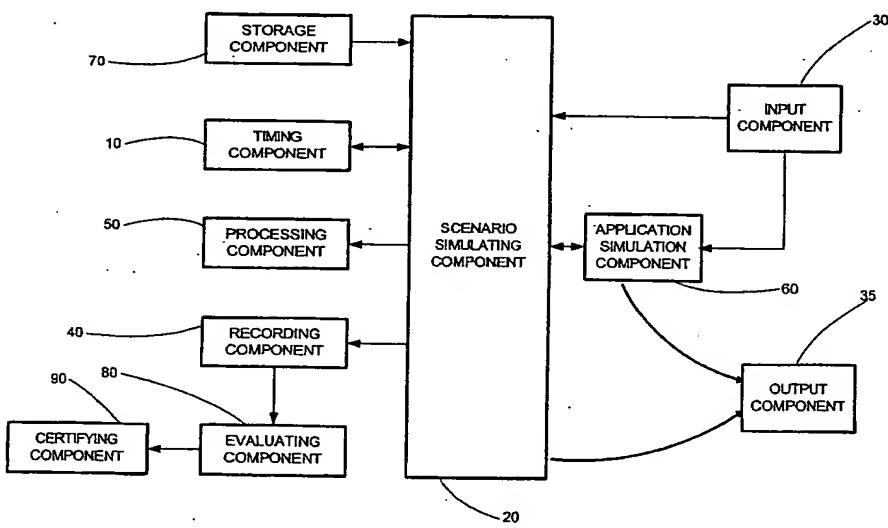
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## (54) Title: REAL-TIME TRAINING SIMULATION SYSTEM AND METHOD



(57) Abstract: A training simulation method and system for training operational service units such as call centre or customer service centres personnel are provided, including providing a simulated scenario to personnel, the scenario progressing in scenario time and the scenario including a plurality of simulated events provided in a predetermined sequence in real time at predetermined scenario times within the scenario, and receiving responses to the events from personnel. The system can simulate scenarios, which unfold to personnel in real time, and the responses of the personnel can be received in real time, so adding to the realism of the simulation being provided. The personnel responses can be marked and assessed to give a competency rating for their responses.

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